

Michigan Department of Information Technology
Complaint Process
Title II of the Americans with Disabilities Act

Title II of the Americans with Disabilities Act (the “ADA”) protects qualified individuals with a disability from discrimination on the basis of that disability in the services, programs, or activities of the Michigan Department of Information Technology (the “DIT”). This notice is posted to inform the public of the provisions of Title II of the ADA and the requirements of the federal ADA regulations.

Complaint Procedure. The Department of Information Technology does not discriminate against qualified individuals with a disability in its services, programs, or activities. Also, qualified individuals with a disability are not excluded from participation in or denied the benefits of the services, programs, or activities of the Department of Information Technology. If you have a complaint under Title II of the ADA about the services, programs, or activities of the Department of Information Technology, you are encouraged to file your complaint with the ADA Coordinator for the Department of Information Technology:

ADA Coordinator:	Joel Hoffman
Office Mail Address:	State of Michigan, DIT/DMB Human Resources Cass Building, 320 S Walnut, Lansing, MI 48933
Phone Number:	(517) 241-2890
FAX Number:	(517) 241-0566
E-Mail Address:	hoffmanj1@michigan.gov
Available:	Monday thru Friday, 8:00 a.m. to 5:00 p.m.

The Department of Information Technology complaint procedure is designed to informally resolve complaints of disability discrimination under Title II of the ADA. To file a complaint, please follow the steps of the Information Technology ADA Complaint procedure (listed on the next page).

IMPORTANT NOTES:

- A. **Employment Complaints.** Title I of the ADA—not Title II—addresses disability discrimination related to **employment issues**, including job application procedures, employment qualification standards, employment testing, hiring, advancement, discharge, employee compensation, job training, and other terms, conditions, and privileges of employment. If you have a complaint regarding any of these employment issues, you should not use this Title II ADA complaint procedure.
- B. **Complaints about Other Departments.** The complaint procedure outlined in this notice is available only for complaints regarding the **Michigan Department of Information Technology**. A complaint regarding another department or agency of the State of Michigan must be filed directly with that other department or agency.
- C. **No Waiver.** This policy and complaint procedure is not a waiver of immunity of the State of Michigan or the Michigan Department of Information Technology under the Constitution of the United States.

Department of Information Technology ADA Title II Complaint Procedure

STEP 1. FILL OUT AND DELIVER YOUR COMPLAINT.

Fill out all of the information requested on the ADA Title II Complaint Form. Then mail or hand deliver the completed form to the ADA Coordinator for the Department of Information Technology. If you need a reasonable accommodation to communicate your complaint, such as an interpreter or an alternative format, list this on your complaint form so that the ADA Coordinator will be able to effectively communicate with you at your meeting. You must file your complaint within **90 calendar days** after the discriminatory action about which you are complaining.

STEP 2. MEET WITH THE ADA COORDINATOR.

Within **10 business days** after you file your complaint, the ADA Coordinator will meet with you or contact you by telephone to discuss your complaint.

STEP 3. RESOLUTION OF YOUR COMPLAINT.

(A) **Complaint Resolved.** If you and the ADA Coordinator jointly agree to a resolution of your complaint, the ADA Coordinator will put the joint agreement in writing and send it to you. The agreement will generally contain the following items:

- (1) A description of your complaint.
- (2) A summary of the facts.
- (3) A description of the resolution agreed to.
- (4) The timeframe for resolving your complaint.
- (5) An assurance that the DIT will comply with the specific terms of the agreement.

For this resolution to be effective, you must sign a copy of this agreement and return it to the ADA Coordinator in the time specified.

(B) **Complaint Not Resolved.** If you and the ADA Coordinator cannot resolve your complaint, the ADA Coordinator will send you a notice of that fact. The notice will generally include the following:

- (1) A description of your complaint
- (2) A summary of any resolution proposed.
- (3) A statement addressing the issues that could not be resolved.

If your complaint is not resolved, you may request a further review of your complaint by the **Michigan Department of Civil Rights**. You should file a request with the Department of Civil Rights within **10 business days** after you receive your notice of non-resolution from the Information Technology ADA Coordinator. Send a copy of your original complaint and the Information Technology non-resolution notice to the Department of Civil Rights.